



Jim Doyle
Governor

Helene Nelson
Secretary

State of Wisconsin
Department of Health and Family Services

1 WEST WILSON STREET
P O BOX 8916
MADISON WI 53708-8916

Telephone: 608-267-3905
FAX: 608-266-6836
dhfs.wisconsin.gov

**Program Enhancement Plan (PEP)
Continuous Quality Improvement (CQI)
Full Committee Meeting
September 21, 2005**

CQI Updates and Training Opportunity: Harry Hobbs

The CQI protocol has been through the first phases of Wisconsin adaptation. The protocol was piloted in Pierce County during the week of September 12-16. This was done through the review of 10 cases evenly distributed between in-home and out-of-home cases. Focus groups were conducted in Pierce in conjunction with the CCI project. Harry Hobbs also reported on the team participation in a QSR in Council Bluff, Iowa and the upcoming QSR Pilot in Washington County during the week of September 26-30.

Reviews are scheduled for Rock County in November, Waukesha County in December and Dane County in March 2006. Waupaca and several other counties are in communication with the CQI Manager regarding possible reviews in January or February of 2006. The protocol will be qualitatively revised after the reviews in Rock/Waukesha County. There have been a number of minor errors identified that will be addressed once the Washington County review is completed.

On October 25/26 and October 27/28 an intensive training for peer mentors will be occurring in Wisconsin, which will be lead by Ray Foster. The plan initially is to develop 30 possible peer reviewers from this round of training with a long range goal of developing a total of 60 peer reviewers throughout Wisconsin, in addition to the CQI Specialists.

Review of the 1st Edition of the “Wisconsinized” Quality Services Review (QSR) Protocol

The committee reviewed the draft protocol with brief discussion and clarifications from Harry Hobbs. Several areas that were specific to Wisconsin were pointed out during this review, especially the area of Cultural Competence, Informal Supports and Progress Indicators. The area of Transition was discussed and clarified for the committee. Wisconsin plans to give attention to the wide range of transitions in the lives of families and how the county can be of assistance in addressing/planning for these families.

The committee was able to review the roll-up sheet (scoring data) for the QSR Protocol and the addendum that captures the quantitative information relating to the CFSR. Several Directors brought up the issue that they would like to be able to compare results with surrounding counties to utilize the information with the County Boards and the budgeting process.

Review of the 8/31/05 Pep Implementation Web cast:

The committee viewed the CQI updates on Web cast and then discussed the concerns that were brought up at that time.

- When and how will the QSR report be released to the county?

- How will the counties disseminate the report/information?
- How will confidentiality be maintained especially in the smaller counties?
- When does it become a public document and when does it move out of “draft” status?
- How can this report balance the provision of valuable information to counties while protecting the rights of families?
- How will the QSR report integrate with CCI report?
- How will recommendations be shared with the Partnerships and other Stake holders?

The committee engaged in a lengthy discussion regarding these issues. The suggestion was made that an ad hoc committee meet over the next month with the Office of Legal Council to address these concerns and have some concrete recommendations for a protocol that will address the structure and release of this report.

The CQI Team is currently researching the story templates from Iowa, Utah and several other states to identify a story tool that best fits the needs of the Wisconsin QSR process.

Presentation and Discussion on a Broader CQI Model for Wisconsin: John Touhy

John Touhy reviewed a diagram that provided a holistic approach to the Continuous Quality Improvement (CQI) System for Wisconsin Child Welfare Practice. This is an approach that should be revisited at different times to create a system that assists counties on multiple levels. This approach could possibly carry over to other parts of County systems, such as, Kinship, Independent Living, Juvenile Justice and voluntary in home cases.

Future CQI Committee Meeting Dates for 2005

Tuesday, October 18, 2005
Tuesday, November 29, 2005

Next Steps

1. Sub-committee will meet regarding exit conference and written reports.
2. Continue to work on identifying format for case stories.
3. Identify a date to continue the discussion from John Touhy's presentation.